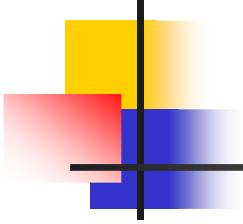


# The Guilford Center Screening, Triage and Referral (STR)

December 14, 2005



- The Guilford Center provides prompt and easy access to care through the Access Unit. Access to care is through the utilization of a toll free number or TTY line that is available 24 hours a day, seven days a week. The unit has five primary functions: triage and screening, enrollment, initial authorization for evaluation of clinical need(s) and referral to a provider of the consumer's choice.



# Agenda Items

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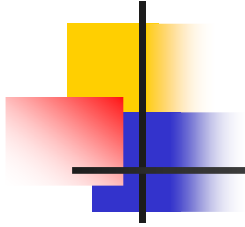
- Process – How STR works
- Benefits
- Keys to Success
- Points to consider in developing or expanding existing Screening, Triage and Referral programs in multiple counties



# Process for Screening, Triage and Referral

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- The Guilford Center insures prompt and easy access to care for the residents of Guilford County through the operation of its existing 24/7 Access to Care system. The Guilford Center has demonstrated the ability to operate such a system since 1997.



## Toll Free Number

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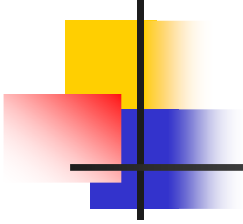
**1-800-853-5163**



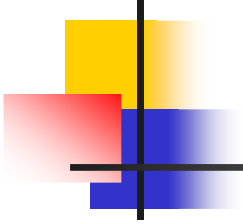
# The access to care system includes:

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- Telephone screening to determine initial clinical need.
- Methods to assure that individuals who walk into a provider site will have prompt and easy access to care.
- Methods to assure non-English speaking persons have available to them bi-lingual staff and/or other trained interpreters.

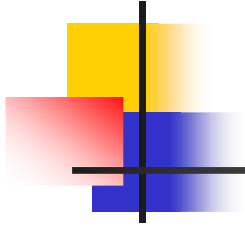


- TTY services for those persons with hearing impairments.
- Methods for assuring individuals with mobility challenges have access to providers with accessible buildings and parking.
- Standards of care timeframes related to the maximum time allowed before the individual is seen for treatment and/or assessment.

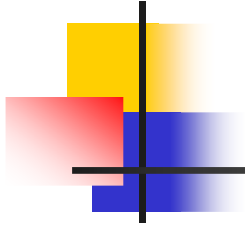


- Assuring individuals will have access to care within a 30 mile or 30 minute commute from their home.
- Assuring the system accommodates the needs of all persons, including those from different cultural backgrounds and limited English language proficiency, as well as persons with mobility and other impairments.





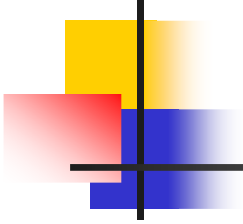
- Assuring the system effectively responds to the needs of individuals from all disability areas including persons who are dually diagnosed.
- Choice of providers to meet the individual's clinical needs and referral to such providers.



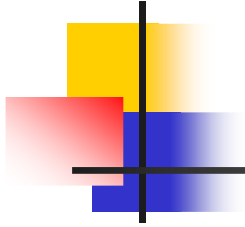
# Telephonic Screening

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- The primary mode for access to care is a 24 hours a day, 7 days a week call center.

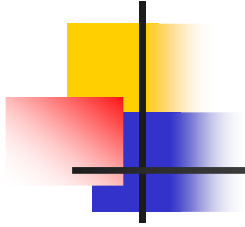


- The call center operates 24 hours a day, seven days a week with clinically trained staff known as call center representatives. The call center has a toll free number that is made available and publicized to the community.



- Individuals calling the toll free number are interviewed using a standard screening/enrollment form.
- The call center has the capability by three-way calling to access interpreter services for language and hearing needs.
- The call center representative determines the presenting problem, what the caller is requesting, and makes note of a general clinical impression.

# Acuity of Need



- The call center representative will also determine the acuity of need for the caller.
  - Emergent
  - Urgent
  - Routine



# Emergent

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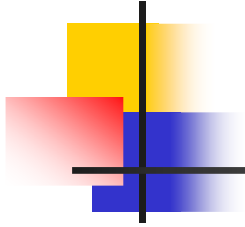
- If it is determined that the caller is emergent, requires immediate attention due to potential for harm to self or others, the call center representative will arrange for the caller to receive a face-to-face assessment within 2 hours of the phone call.



# Urgent

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- If the call center representative determines that the caller meets the urgent standard of care, the call center representative will arrange for the caller to be seen within 48 hours of the phone screening.



# Routine

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- If the call center representative determines that the caller meets the routine standard of care, the call center representative will arrange for the caller to be seen within 7 days of the phone screening.
- The call center representative will utilize the community of providers in helping the individual choose a provider.

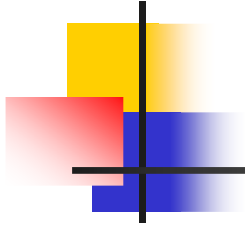




# Provider Choice

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- The individual seeking services will select a provider from the community of providers.
- The call center representative will consider the clinical and other unique needs of the individual requesting services and, when requested by the individual, assist them in identifying providers.
- A list of the community of providers will be available to the call center representative so that it can be shared with the individual seeking services.



## Benefits

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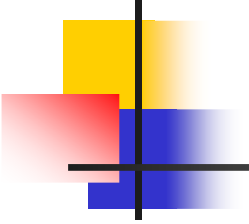
- Easy access to care



# Keys to Success

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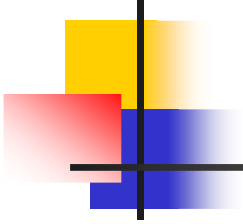
- Outstanding customer service
- Highly trained clinical staff
- Effective working relationships with the community of providers, hospitals and local law enforcement
- Listening and responding to feedback from our consumers and community of providers
- State of the art telephone and computer equipment



## Points to consider in developing or expanding existing Screening, Triage and Referral programs in multiple counties.

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- Determine the per capita of the community(ies), penetration rates and current volume of calls to help determine the cost of doing business.
- Establish relationships with the community of providers, hospitals and local law enforcement.



- Maintain a current database with information about the community of providers.
- Familiarize yourself with community resources.
- Establish and highly publicize a toll free telephone number for easy access to services.